

**UNITED STATES BANKRUPTCY COURT
NORTHERN DISTRICT OF TEXAS**



Vacancy Announcement #21-05

**Automation Support Specialist
Dallas, Texas**

Closing Date: Open Until Filled

Salary: \$41,707– \$74,872 (CL 24 - CL 25) *

*The classification level and salary for this position will be based upon experience and education in accordance with the Court Personnel System of the U.S. Courts.

PRIMARY RESPONSIBILITIES:

The Automation Support Specialist is a member of the information technology section of the Bankruptcy Clerk's Office. The incumbent is responsible for assisting with support for virtual machines, personal computers, and peripheral devices such as printers and scanners.

The incumbent must have a working knowledge of PC hardware repair and software troubleshooting, as this position provides technical support for PC users. This position reports directly to the IT Director.

REPRESENTATIVE DUTIES:

- Provide information and assistance to judges and court staff via the IT helpdesk. Troubleshoot and provide guidance on technical problems. Provide information and assistance to users on court supported applications.
- Assume the role of technical expert in solving more complex systems issues. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved remotely.
- Configure, install, and support Windows and MacOS desktop OS, Windows and Linux Server OS.
- Set up and troubleshoot peripherals and iOS/Android mobile devices.
- Maintain user accounts and associated change control documentation.
- Perform technical tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.

- Familiarity and adherence to agile project management methodologies.
- Configure, image, and deploy virtual machines + VDI environments, VMware.
- Assist with courtroom process and technology – A/V equipment troubleshooting and configuration.
- Provide advice and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

MINIMUM SKILLS REQUIRED:

The ideal candidate will have a bachelor's degree, preferably in computer science or a related field, or equivalent experience and at least two years of professional IT experience. Working knowledge of computer hardware, software, networks, and theories, principles, practices, and techniques of data communications and network management, traffic, and security.

Specific skills and knowledge required: Hardware/Software troubleshooting; Window 10, macOS, Windows Server 2012-2019; Office 365, Linux CLI basics; Windows Server: DFS, Active Directory, DHCP, DNS, and Group Policy; VMware: Horizon 7 VDI, virtual meeting applications, Cisco IOS CLI, Layer 2 network hardware/software configuration; Print servers, printer maintenance; PDQ deploy; Cisco IP telephony; iOS/Android MDM. Ability to travel when assigned

OPTIONAL SKILLS:

A/V experience (video matrix, enterprise videoconference, audio switchers, audio streaming, HDBaseT, etc); VMware vSphere 7, vSAN 7, Workspace One/Airwatch; advanced Linux skills and/or certifications

DESIRED QUALIFICATIONS:

Ability to communicate effectively with others both orally and in writing. Ability to work as part of a team. Comp TIA certification or equivalent experience in IT infrastructure projects. Microsoft/Red Hat/VMware certifications are a plus.

BENEFITS

Court employees are not included in the government's civil service classification. They are, however, entitled to the same benefits as other federal employees, including: up to 13 days of paid annual leave per year for the first three years, thereafter up to 26 days per year, 10 federal holidays, participation in the Federal Employees Retirement System

with a percent of contributions matched, choice of health benefit plan from several options, life insurance, and periodic salary increases. This position is subject to mandatory electronic funds transfer for salary payments.

OTHER

Employees of the U.S. Bankruptcy Court for the Northern District of Texas are excepted service appointments. Employees are considered at will and are not covered by federal civil service classifications or regulations. The applicant must be a United States citizen or provide documentation proving eligibility to work in the U.S. Immigration law requires public employers to hire individuals who are lawful permanent residents (i.e., green card holder) seeking U.S. citizenship.

Due to the high volume of applicants received, the Court will only communicate with applicants who will be considered for interviews. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

APPLICATION PROCESS:

Qualified applicants may submit a **detailed resume, cover letter and salary history** to:

Human Resources - #21-05
United States District Clerk's Office
1100 Commerce Street, # 1452
Dallas, TX 75242
Email: humanresources@txnd.uscourts.gov

The selected candidate will be subject to a criminal history and financial background investigations by law enforcement agencies, which include FBI fingerprinting as a condition of employment. The applicant must be a United States citizen or a lawful permanent resident (i.e., green card holder) who is seeking citizenship. Retention depends upon a favorable suitability determination.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. Bankruptcy Court requires employees to adhere to a Code of Ethics and Conduct. **This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative.** The decision on granting reasonable accommodations will be made on a case by case basis.

The United States Bankruptcy Court is an Equal Opportunity Employer.